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Key Discussion Points:

- Helpdesk Process
    - Pilot sites have begun using the Helpdesk resolution process for 100% eInduction loads
    - The process is working well and the time to complete the resolution is minimal
- DV Daniels, New Pilot Site
    - DV Daniels in New Jersey was activated as an eInduction pilot site in early February
    - Completed all phases of the deployment process: activating SV-IMD functionality; classroom training; live training
    - Opportunity to observe the deployment process at a large site with historically low scan rates
- Review of eInduction Requirements
    - Reminder was issued that IMcbs should not be placed under shrinkwrap
    - It is important to ensure that placards are visible when contianers are stacked
    - During error resolution it is helpful if containers are linked to an appointment – even at SV sites
- eInduction Guide
    - New version has been posted to RIBBS

Action Items:

- Review eInduction reports for Los Angeles facilities for duplicate container errors (Jesse Davidson)

Questions/Comments

- Has it been suggested that the shipper option be available in Mail.dat so that it would not be necessary to go into Mail.XML to include that information?
    - Jesse Davidson: *PostalOne!* has identified that for inclusion in a future release. However, other systems, such as SV and FAST, would also be impacted; therefore, the functionality enhancement will not be in the July release, but in a release after.
- At one of the Los Angeles facilities pallets were being associated to multiple appointments by the clerks. One clerk would open an appointment and scan containers. Another clerk would come along later and not be sure if containers had been scanned. The second clerk would create an unscheduled appointment an rescan the containers. How would duplicate barcode information be handled in this situation?
    - Jesse Davidson: The eInduction functionality detects duplicate barcode scans within the appointment so it would not be a problem during induction. However, the back end validations could be impacted. The eIndution reports can be reviewed to determine if there is an impact. As a note, Los Angeles facilities do not have the eInduction functionality activated.
- How long does it take to train a site on scanning procedures?

- Kelly Lorchick: SV sites are already scanning. What is being added are additional screens for eInduction. eInduction training and user guides have been developed and will be distributed to the field.
- Jesse Davidson: Approximately 2 months before national deployment communication with the field will begin. The sites are already doing 99% of the steps, but an updated drop shipment training (90 minutes – 120 minutes) will need to be taken by impacted users. There will also be a coordinator at each site to answer questions and assist with training. The main point of the training and communication will be familiarizing users with eInduction and the resolution process when warning screens appear.
- Does the Helpdesk have the bandwidth to resolve Not Expected containers in a timely manner?
  - Ed Wanta: The Helpdesk will be tracking eInduction calls and will adjust staffing as appropriate.
  - Jesse Davidson: The Helpdesk process is to make sure that a container is not being rejected because of a syncing issue between *PostalOne!* and SV. Updates to the syncing process will be included in the April release and additional enhancements have been identified.
  - Kelly Lorchick: To confirm, nothing occurs between *PostalOne!* and SV until a postage statement has been finalized.
- Have postage statement cancellation process scenarios been tested to make sure the barcodes in cancelled or reversed postage statements aren't later being identified as duplicates?
  - Jesse Davidson: Yes, these scenarios were tested in the last CAT phase. In *PostalOne!* the process is the same whether a statement is cancelled or reversed – it pulls the information back from SV. Going forward these kind of scenarios will be performed as part of end-to-end CAT testing for each *PostalOne!* release.
- Is there a list of non-SV and SV sites?
  - Jesse Davidson: Yes, that designation is marked in FDB, the MDF v3, and our working list. The MDF v3 also has facility scan rate information.
  - Deborah Damore Would it be possible to include the indicator in the MDF v1 because the MDF v3 is a very large file?
  - Jesse Davidson: Publishing another list can be considered.
- What is the minimum time that a container can be linked to an appointment before arrival?
  - Kelly Lorchick: The container needs to be associated to an appointment at least 2 hours before arrival.
- On the Container Manifest Report, is it possible only associated 1 mailer's containers instead of all containers on a load?
  - Kelly Lorchick: Yes. Non-SV sites are already seeing mixed loads.
- Is eInduction an SPPS? What impacts may it have on the verification process?
  - Kelly Lorchick: No special authorization is required to use eInduction – just flag the containers in the eDoc. The acceptance process does not change. For DSMS mailings the mail will still be moved prior to payment.
- Will PVDS Verifications still be performed?
  - Kelly Lorchick: Yes, verification processes will only be impacted by Seamless.
- Does eInduction limit new DSMS users?

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- Kelly Lorchick: eInduction will not get rid of the DSMS process.